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## **LIST OF ABBREVIATIONS**

CVLB	Commercial Vehicle Licensing Board
KLIA	Kuala Lumpur International Airport
LTA	Land Transport Authority
LCC Terminal	Low Cost Carrier Terminal
MIJ	Mesra Indah Jaya Sdn Bhd
VPLS	Vocational Licence Points System



## LIST OF SYMBOLS

$Z_{\alpha/2}^2$	–	Z value at significant level
$n_0$	-	Initial sample size
$\alpha$	-	Statistical significance level
$M$	-	Mean survey response
$d$	-	Day to complete survey
$K$	-	Sampling Interval
$N$	-	Population
$n$	-	Sample size
$e$	-	Sampling error

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